

PPM 300

CONFIDENTIALITY & DISCLOSURE

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GENERAL REQUIREMENTS**300.01 SECURITY REQUIREMENTS**

(1) Individuals employed by the Vocational Rehabilitation Program must assure the security of all public records of the program in their possession and will, at all times, protect such records from loss, damage, and unauthorized access and alteration for the duration of the records retention period.

[REQUIRED PRACTICE. Each individual's record of services must be retained for a period of three years from the end date of the last recorded activity, including the provision of the most recent post-employment services.]

(2) When not in use, confidential records must be maintained in a secure room, locked file cabinet, or safe, or under other, similarly protective conditions.

(3) When in use, confidential records must be utilized in a manner which assures that the information is not accessible to the general public or other persons without proper authorization, except as prescribed by agency policies and procedures for the disclosure of such information.

(4) The measures described in paragraphs (1) through (3) of this section are required, regardless of whether the records are current or historical and irrespective of whether the individual identified by the records is presently a referral, applicant, or eligible individual, or has ceased to be a referral, applicant, or eligible individual.

300.02 NOTIFICATION REQUIREMENTS

(1) All Vocational Rehabilitation Program applicants and participants (and/or their authorized representatives), service providers, cooperating agencies, and other interested individuals must be informed regarding the confidentiality of identifying information retained by the program and the conditions required to access and release such information. The required notification must minimally include:

(A) identification of the authority under which personal demographic, medical, and other information is collected, in accordance with section 300.03 of this chapter;

(B) an explanation of the principal purposes for which the Vocational Rehabilitation Program uses and discloses the information, subject to section 300.04 of this chapter;

(C) an explanation of whether or not the individual's provision of the information is mandatory or voluntary, and the effects of not providing requested information to the Vocational Rehabilitation Program, as described in section 300.05;

(D) identification of the conditions under which the program routinely discloses confidential information without the prior informed written consent of the individual, including identification of other agencies and entities to which identifying information is routinely disclosed, as described in section 300.06; and

(E) identification of the conditions under which the program requires the prior informed written consent of the individual for the disclosure of confidential information, in accordance with section 300.07.

(2) Persons unable to communicate in English or who rely on special modes of communication must be provided an explanation of program policies and procedures regarding confidentiality and disclosure through their preferred modes of communication.

300.03 AUTHORITY FOR THE COLLECTION OF INFORMATION

The Vocational Rehabilitation Program is authorized by the Rehabilitation Act of 1973, as amended (29 USC 701, *et seq.*) and implementing federal regulations (34 CFR 361, *et seq.*) to obtain and use confidential information for the purposes established by the Act and regulations for program operation and administration.

300.04 PRINCIPLE USES OF CONFIDENTIAL INFORMATION

Confidential information obtained or generated by the Vocational Rehabilitation Program can be used only for purposes directly related to the

vocational rehabilitation of the individual and the administration of the Vocational Rehabilitation Program, or for purposes otherwise required or permitted by federal and state law. In light of this limitation, confidential information obtained or generated by the Vocational Rehabilitation Program will be used only to:

- (1) determine whether or not an individual is eligible for vocational rehabilitation services, and his or her priority for services if the program is operating under an order of selection procedure;
- (2) determine the nature and scope of vocational rehabilitation services necessary for the individual to prepare for, enter or reenter, and maintain an employment outcome;
- (3) develop, initiate, and execute an Individualized Plan for Employment (IPE);
- (4) provide or obtain planned services in accordance with the IPE, including all comparable services and benefits which are available, in a manner that is timely, efficient, effective, and meets the vocational rehabilitation needs of the individual;
- (5) monitor and assess the individual's progress toward meeting the planned employment outcome described in the IPE and, as necessary, amend the IPE with the individual, provide for placement into employment, and close the individual's record of services;
- (6) provide for the effective, efficient, and accountable administration of the Vocational Rehabilitation Program; and
- (7) comply with the federal and state reporting responsibilities of the Vocational Rehabilitation Program, consistent with federal and state law.

300.05 REQUIRED AND VOLUNTARY PROVISION OF INFORMATION

- (1) Information required for the purposes specified in section 300.04 must be provided by the individual. The provision of any other information is voluntary.

(2) Applicants and eligible individuals may refuse Vocational Rehabilitation Program access to any confidential information requested; however, if such refusal of access effectively prevents the program from fulfilling the purposes or meeting the lawful obligations specified in section 300.04 of this chapter, the record of services of the individual must be closed and all further services terminated.

300.06 ROUTINE DISCLOSURES NOT REQUIRING PRIOR INFORMED WRITTEN CONSENT

Unless otherwise prohibited by law, confidential information may be disclosed without the prior informed written consent of the individual or the individual's representative only:

(1) to programs within the Division of Disability and Rehabilitative Services (DDRS), including Blind and Visually Impaired Services (BVIS), Deaf and Hard of Hearing Services (DHHS), the Bureau of Developmental Disabilities Services (BDDS), and the Disability Determination Bureau (DDB);

(2) to providers and potential providers of vocational rehabilitation services, as necessary to secure the appropriate and timely participation of such service providers and potential service providers directly involved in and required for the vocational rehabilitation of the individual;

(3) for purposes of medical intervention, if disclosure is determined to be necessary in order to protect the health or safety of the individual or others (except that drug and alcohol **abuse or treatment** records can be released only under conditions which pose an immediate threat to an individual, when immediate intervention is needed under a determination made by a licensed physician;

[REQUIRED PRACTICE. Immediately following any disclosure made under paragraph (3) of this section, documentation must be entered into the record of services for the individual indicating: (1) the name and health care affiliation of the medical or other personnel to whom disclosure was made; (2) the name of the individual making the disclosure; (3) the date and time of the disclosure; (4) the nature and scope of the confidential information disclosed; (5) the nature of the health or safety threat or, in a case involving disclosure of drug or alcohol abuse or treatment records, of the medical emergency; and (6) the identity of the licensed physician making the determination under which disclosure was made. See, however, paragraph 300.07(4) and

paragraph 300.11 (3) of this chapter with respect to disclosure of Social Security numbers.]

- (4) if disclosure is required by federal or state law;
- (5) to law enforcement officials investigating fraud, abuse, or other criminal activities, if disclosure is required by law;
- (6) in response to a subpoena or judicial order; and/or
- (7) to an individual, organization, or agency engaged in an audit, program evaluation, or research, provided that the Director of the Division of Disability and Rehabilitative Services (DDRS) has determined that the individual, organization, or agency performing the audit, evaluation, or research is qualified to conduct the audit, evaluation, or research and has provided satisfactory assurances that—

(A) confidential information will be maintained under security arrangements that are as stringent **as**, or more stringent than, those provided for by program policy,

(B) confidential information obtained will be used only for the stated purposes of the audit, evaluation, or research,

(C) confidential information utilized will not be further disclosed (including to subject individuals or the individuals' representatives), except back to the vocational rehabilitation program,

(D) all copies obtained of confidential information other than originals will be destroyed upon completion of the audit, evaluation, or research project,

(E) in the case of a research project, three or more qualified persons not involved in the project have reviewed the research protocol and have determined that the rights and welfare of subject individuals will be adequately protected and the risks to individuals of disclosure to the researcher are outweighed by the potential benefits of the research, and

(F) individuals will not be identified in any audit or evaluation report or research paper.

300.07 DISCLOSURES REQUIRING PRIOR INFORMED WRITTEN CONSENT

The prior informed written consent of the individual or the representative of the individual is required in all cases prior to:

(1) the viewing or receipt of copies of record of services documentation by the individual or representative;

[REQUIRED PRACTICE. Prior informed written consent is required for the disclosure of record of services materials, even to the individual or the individual's representative. The consent is necessary in order to assure: (1) the identity of the intended recipient; (2) proper notification of the requirements for disclosure; (3) identification of the particular information requested and to be disclosed; (4) proper documentation of the actions taken or not taken to satisfy it; and (5) if applicable, the recording of any copying fees charged and collected.]

(2) provision of copies of any record of services documentation or the information contained in such documentation to any individual, program, or other entity outside of the Division of Disability and Rehabilitative Services (DDRS), including, but not limited to, the Client Assistance Program (CAP); or

(3) disclosure of any information regarding a diagnosis or the treatment of any individual for—

(A) drug or alcohol abuse,

(B) mental illness, and/or

(C) HIV/AIDS or any HIV/AIDS-related illness.

(4) the disclosure of the individual's full Social Security number to any individual or entity which is other than an agency of federal, state, or local government;

[REQUIRED PRACTICE. The disclosure of any individual's full Social Security number (whether orally or in writing) without the express prior informed written consent of the individual or representative is prohibited by law, and constitutes a Class D felony. The law, however, permits disclosure without prior informed written consent to an agency of federal, state, or local government for the legitimate purposes of government programs. For purposes of the exception, the

term "agency of federal, state, or local government" includes the Rehabilitation Services Administration (RSA) of the U.S. Department of Education (ED), any division of the Family and Social Services Administration, or other state agency (such as WorkOne). The term does not include (and the express prior informed written consent of the individual or the individual's representative is required) for disclosure of an individual's Social Security number to any other entity, including private non-profit or for-profit organizations under contract for government agencies, even if they receive all or most of their funding from government agencies and perform functions on behalf of government agencies for which the agencies are ultimately responsible. Disclosure of the last four digits of the SSN as part of an individualized identifier is not prohibited.]

300.08 FORM AND CONTENT OF THE PRIOR INFORMED WRITTEN CONSENT

(1) GENERAL REQUIREMENTS

Each request submitted to view and/or obtain copies of confidential information must be made by means of a prior informed written consent. Each consent must:

- (A) be in writing;

[REQUIRED PRACTICE. The vocational rehabilitation program will not act upon any request for disclosure that is not presented in writing, regardless of the person making the request, including the individual, the individual's representative, or other party.]

- (B) identify or describe—

- (1) the individual whose information is being requested,
 - (2) the nature and scope of the information to be disclosed,
 - (3) (by specific name or title) the person, agency, or other entity authorized to make the disclosure,
 - (4) (by specific name or title) the person, agency, or other entity to which the disclosure is to be made,
 - (5) (if the request is for disclosure of information regarding alcohol or drug abuse diagnosis or treatment) a description of how the information is to be used, and

(6) if the information to be disclosed is to be mailed, the address to which it is to be sent;

(C) include the original (not a photocopy or facsimile), dated signature of the individual or, when applicable, of a representative authorized to sign in lieu of the individual.

[REQUIRED PRACTICE. With respect to paragraph (1)(B)(2) of this section, the required description of the information to be disclosed must be specific enough to reasonably identify the nature and scope of the information requested. The requirement of paragraph (1)(B)(5) of this section regarding how the requested information is to be used applies only with respect to information concerning alcohol and drug abuse diagnoses and treatments and cannot be required as a condition for the disclosure of any other type of information. See also paragraph (2) of this section, immediately following.]

(2) SPECIAL REQUIREMENT FOR THE DISCLOSURE OF INFORMATION REGARDING THE DIAGNOSIS OR TREATMENT OF ALCOHOL OR DRUG ABUSE

If consent is being given for confidential information that includes a diagnosis or record of treatment involving alcohol or drug abuse, a cover letter provided to the requesting party with the information disclosed must also include, *verbatim*, the notification that:

This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR Part 2). The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

(3) ALLOWED FORMS FOR PRIOR INFORMED WRITTEN CONSENTS

The requirements of this section can be met by presenting a completed Vocational Rehabilitation Program prior informed written consent form or any other form or request letter containing all of the required elements.

[REQUIRED PRACTICE. In accordance with paragraph (3) of this section, an attorney representing the individual may request, for example, confidential information by letter

or a form other than that of the vocational rehabilitation program, provided that the letter or form meets all of the content requirements specified under paragraph (1).]

(4) REVOCATION OF PRIOR INFORMED WRITTEN CONSENT

Once a prior informed written consent has been executed in whatever form, it remains valid until the date, event, or condition specified for its expiration or the date on which requested information has been provided and received, but no longer than reasonably necessary to serve the purpose for which it is given, unless otherwise revoked. Prior informed written consent may be revoked by the individual or the individual's representative prior to its expiration or the provision and receipt of the requested information, except to the extent that the person or other entity authorized to make the disclosure has already acted in good faith on the consent prior to revocation.

[REQUIRED PRACTICE. "Prior informed written consent" requires the individual to be fully knowledgeable of the nature and scope of all information to be disclosed and to whom it is being disclosed prior to disclosure. Requiring, requesting, or permitting any applicant or eligible individual to sign any blank or only partially completed consent for disclosure by any person employed by the Vocational Rehabilitation Program is not permitted, and will be considered grounds for disciplinary action up to and including immediate dismissal of the employee.]

300.09 TIMELINESS AND RESPONSE REQUIREMENTS

After a properly completed and signed request for disclosure has been received, a response must be made in as timely a manner as possible, but not more than 10 business days from the date of the request, consistent with the following requirements.

(1) The responding employee is responsible for verifying the completeness and accuracy of the prior informed written consent presented. Particular care must be taken to assure that:

(A) the individual whose information is requested, the nature and scope of the information to be disclosed, and the receiving party are all adequately identified;

(B) the prior informed written consent has not expired and there is no indication that consent has been revoked;

(C) the authorizing signature or signatures on the consent are original (not photocopies or facsimiles) and the individual's signature provided reasonably matches his or her signature on file in the record of services;

(D) if disclosure is to be provided in person, the individual receiving the information has produced personal identification sufficient to establish his or her identity as the individual named in the consent as authorized to receive the information to be disclosed; and

(E) prescribed copying fees have been paid, if required under section 300.14 of this chapter.

(2) No person making a request to inspect or obtain copies of confidential information is required to state the purpose for which the request is being made as a condition for inspecting or receiving copies of the requested materials, except in the case of drug or alcohol abuse records, as required under 300.08(1)(B)(5) of this chapter.

(3) Responding employees must assure that original records produced for on-site inspection are not removed from the premises by the person or persons viewing them, and that no part of any confidential record is deleted or altered during the inspection process; however, the subject individual and any representative of the subject individual may request that information clarifying or disputing any material fact be added to the record.

[REQUIRED PRACTICE. All requests to add comments to any individual's record of services, and whether each such request is approved or denied must be documented by an appropriate case note to the record.]

(4) Prior to inspection or copying of any confidential records, a vocational rehabilitation counselor or other qualified professional employed by the vocational rehabilitation program must review the record in its entirety, and must:

(A) remove from the record to be inspected or copied—

(1) all information not specifically requested in accordance with the prior informed written consent,

(2) all information obtained from the Veterans Administration, in accordance with section 300.10,

(3) all information obtained from the Social Security Administration, in accordance with section 300.11,

(4) all information obtained from any other source which has prohibited further disclosure as a condition for providing the information to the Vocational Rehabilitation Program, in accordance with section 300.12 of this chapter,

(5) any information determined to have the potential to cause medical or psychological harm, in accordance with section 300.13 of this chapter, **and**

(6) any reference to the individual's full Social Security number, unless the prior informed written consent specifically permits the disclosure of the SSN; and

(B) if materials have been removed that have been requested, provide the remaining information requested with a written statement identifying those materials not being provided and the source from which they may be obtained.

[REQUIRED PRACTICE. The review and actions required prior to disclosure in accordance with paragraph (4) of this section must be completed by a Vocational Rehabilitation Counselor, Area Supervisor, Region Manager, or Central Support Services staff member authorized to perform the described functions, and cannot be delegated to any other person.] Removal of materials in accordance with the procedures specified in this section may necessitate that copies of some documents be made and presented for use of the reviewer from which portions of the content have been expurgated. (For example, if a requested psychological report contains information only a part of which might be harmful to the individual but most of which would not be harmful, the report would be disclosed by presentation of a copy from which only those parts determined to be harmful have been removed.) In such instances, the responding employee is responsible for copying the document in question, the removal of those portions that will not be provided to the requesting party (by masking or blacking them out thoroughly), and presentation of the partial copies to the requestor, together with the written notice regarding the materials removed from the

record. No copying fee will be charged when a document must be copied for purposes of removing information and the request is only to inspect the records (i.e., there is no request for copies).]

LIMITATIONS OF DISCLOSURE

300.10 VETERANS ADMINISTRATION (VA) RECORDS

Copies of confidential records provided to the Vocational Rehabilitation Program by the Veterans Administration (VA) are for internal program use only, and cannot be subsequently disclosed, with or without the prior informed written consent of the individual, to any other party, including, but not limited to, the individual, any representative of the individual, or service providers. Individuals and their representatives requesting copies of VA records must be referred to the VA for the requested information.

300.11 SOCIAL SECURITY ADMINISTRATION (SSA) RECORDS

(1) Confidential records provided to the Vocational Rehabilitation Program by the Social Security Administration can only be disclosed:

(A) to other programs within the Division of Disability and Rehabilitative Services (DDRS), in accordance with section 300.06(1) of this chapter;

(B) to service providers directly involved in the vocational rehabilitation of the individual, consistent with PPM 300.06(2);

(C) for purposes of medical intervention, to protect the health or safety of the individual or others, as permitted in accordance with PPM 300.06(3);

(D) if required by federal or state law, in accordance with PPM 300.06(4);

(E) if required for purposes of law enforcement, or as required by subpoena or judicial order, in accordance with PPM 300.06 (5) or (6); **or**

(F) for purposes of an audit, program evaluation, or research, under the conditions described in PPM 300.06(7).

(2) The vocational rehabilitation program will not disclose Social Security Administration (SSA) **information** to the individual or any representative of the individual for any reason, with or without prior informed written consent. Individuals and their representatives requesting copies of SSA records must be referred to SSA for any SSA **information** requested.

(3) full Social Security numbers cannot be disclosed without the express prior informed written consent of the SSN holder.

[Required Practice. With regard to paragraph (3) of this section, see also section 300.07(4) and its accompanying REQUIRED PRACTICE and section 300.09(6) of this chapter.]

300.12 INFORMATION OBTAINED UNDER CONDITION THAT IT WILL NOT SUBSEQUENTLY BE DISCLOSED

Reports and other records obtained from other sources (such as physicians and psychologists) can subsequently be disclosed by the Vocational Rehabilitation Program only if disclosure is not specifically prohibited by the originating source, and only under the conditions established by the originating source for disclosure. If any prior informed written consent for disclosure is made for records for which subsequent disclosure is not permitted or if the consent violates any condition imposed on subsequent disclosures by the originating source, the Vocational Rehabilitation Program cannot disclose the records, but must refer the requesting party to the originating source for the information.

[REQUIRED PRACTICE. Medical and psychological reports frequently contain statements prohibiting the disclosure of the report or information contained in the report either to the patient or to any other party. Occasionally, the report may additionally specify that disclosure can be made only with the permission of the originating source or under certain specified conditions. In all such instances, the permission of the originating source must be obtained prior to disclosure or the requesting party must be referred to the source in order to secure the requested information.]

300.13 POTENTIALLY HARMFUL INFORMATION

If prior informed written consent is received requesting disclosure of medical, psychological, or other information direct access to which is likely, in the professional judgment of the Vocational Rehabilitation Counselor, to cause harm to the individual, such information may be withheld from the

individual, but must be disclosed to the individual's representative. In all such instances, the counselor must withhold the information from direct disclosure to the individual, but:

- (1) must offer to release it to a physician, psychologist or other qualified professional of the individual's informed choice, as applicable, and must provide consultation with the professional regarding the content of the requested information; or
- (2) if the individual refuses disclosure through consultation with a qualified professional, must release the requested information to a representative of the individual's informed choice with a written notification to the receiving party of the reason for withholding the information from the individual and a recommendation that the information not be subsequently provided to the individual, except in consultation with or upon the advice of a physician, psychologist, or other qualified professional, as applicable.

[REQUIRED PRACTICE. If consultation is arranged in accordance with paragraph (1) of this section, the cost of the consultation will be paid for or reimbursed by the Vocational Rehabilitation Program.]

OTHER REQUIREMENTS

300.14 COPYING FEES

- (1) The Vocational Rehabilitation Counselor may authorize program funds for the costs of procuring copies of medical, psychological, and other reports needed for purposes of the vocational rehabilitation program in accordance with APPENDIX C of this manual.
- (2) The vocational rehabilitation program charges for copies it makes of requested documents, as also provided for in APPENDIX C of this manual, and all applicable copying fees must be paid prior to the copies requested being provided, except that no copying fee will be charged for copies:
 - (A) needed by the subject individual or the individual's representative for purposes of mediation or an appeal proceeding conducted in accordance with Vocational Rehabilitation Program policies and procedures;

(B) requested by the Client Assistance Program (CAP) of Indiana Protection and Advocacy Services for any individual assisted by the CAP;

(C) required in order for the subject individual to apply for or obtain **comparable services and benefits or** any other available assistance from another agency or program providing medical, psychological, advocacy, housing, **employment**, public assistance, or other disability-related services.

(3) A fee will be charged by the Vocational Rehabilitation Program only for copying costs. No charge will be assessed for any records search required to meet the requirements of this chapter, or for viewing only, when no copies are requested.

(4) All copies made by any Vocational Rehabilitation Program office must be paid for by the recipient by check or money order only and prior to or upon receipt of the copies. Payment for copy fees cannot be accepted in cash by any VR office.

[REQUIRED PRACTICE. A receipt must be provided to the requesting party which notes that the amount paid was for documents copied, how many pages were copied, the charge for the service, and the date paid. A copy of the receipt must be provided to the requestor at the time of payment. The completed original receipt, together with the check or money order received in payment, must be forwarded immediately to the Central Support Services office, to the attention of the Director of Finance, FSSA, and a copy of the receipt and check or money order must also be retained in the record of services.]

SPECIAL SITUATIONS

300.15 COURT ORDERS, WARRANTS, SUBPOENAS, AND REQUESTS TO TESTIFY

Employees of the Vocational Rehabilitation Program must inform and consult immediately with program legal staff upon receipt of any court order, warrant, subpoena, or request to testify regarding any confidential information, and must respond in the manner advised.

300.16 REQUESTS FROM THE MEDIA AND ELECTED OFFICIALS

Inquiries for confidential information (including, but not limited to, acknowledgment that any individual has been referred or has applied for services or is or has ever been a recipient of vocational rehabilitation services) received from any representative of the media or elected officials must be referred to the Director of DDRS, or the Director's designee, for official response.

300.17 ACCESS OF FAMILY MEMBERS AND REPRESENTATIVES TO COUNSELING SESSIONS AND PROGRAM INFORMATION

Parents and legal guardians of current applicants and eligible individuals are permitted to be involved in the individuals' vocational rehabilitation programs and to have access to program information concerning the individuals on the same basis as the individuals themselves. If, however, an individual is an adult or emancipated minor, vocational rehabilitation counseling sessions and other consultations, correspondence and other communications between the Vocational Rehabilitation Counselor and the individual, and all decisions, actions, and information resulting from such activities are confidential. Consistent with the provisions of PPM 110.08, family members and other representatives may be present at counseling sessions and other consultations—and counselor-client correspondence and other communications, information concerning decisions made, actions taken, progress achieved by the individual, and all other information concerning the individual can be disclosed to family members or other representatives of the individual—only to the extent of the individual's informed choice, if the individual requests, desires, or needs such information to be shared.

[REQUIRED PRACTICE. If the individual is an adult or emancipated minor, it is the obligation of the Vocational Rehabilitation Counselor to ascertain what, if any, level of involvement each individual requests, desires, or needs on the part of family members and other representatives as early in the individual's rehabilitation program as possible. In all such instances, family members and other representatives of the individual are permitted to participate in the individual's rehabilitation program and to have access to information concerning the individual only to the extent of the individual's stated request, desire, or need for such participation and access. All other requests for participation and access to information are subject to the disclosure requirements described in this chapter.]

RECORD OF SERVICES DOCUMENTATION REQUIREMENTS**300.18 RECORD OF SERVICES CONTENT REQUIREMENTS**

The record of services of each individual must include:

- (1) documentation verifying that the notification requirements of section 300.02 of this chapter have been met;
- (2) documentation of any record of services closure for refusal of access to required information, as described in section 300.05;
- (3) documentation describing each disclosure made pursuant to section 300.06 without the prior informed written consent of the individual;
- (4) the original of each request (prior informed written consent) made under section **300.07** of this chapter **in the form prescribed by section 300.08** by the individual or any other party to view or obtain copies of any portion of the information in the record of services;
- (5) any revocation of consent described in section 300.08(4);
- (6) notice of any approval or denial to add information to the record of services in accordance with section 300.09(3);
- (7) any written notification provided to satisfy the requirements of section 310.13(2);
- (8) a copy of all receipts, checks, and money orders provided for copying costs, as required by section 300.14;
- (9) documentation of all **court orders, warrants, subpoenas, and requests to testify, and any related** communications with legal staff, described in section 300.15;
- (10) notations regarding **any request for disclosure received from the media or an elected official, and** the referral of any request for **such** disclosure to the Director of DDRS or his or her designee, per section 300.16; and

(11) notation of the nature and scope of the access to counseling sessions and other activities and confidential information granted to family members or other representatives, consistent with section 300.17.

300.19 INFORMATION TECHNOLOGY SYSTEM COMPLIANCE

All required information, data, and documents must be incorporated and maintained in the record of services for the individual in a manner consistent with Indiana Rehabilitation Information System (IRIS) requirements.

[AUTHORITY: Federal regulations 34 CFR 361.38; I.C. 4-1-10.]

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